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Qualifications Assessment

For the classification of:

Labor Relations Specialist



Project conducted by:

*Human Resources Modernization Project
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SECTION 1: Tasks

Instructions:

Using the rating scale(s) provided below, you will self-rate your experience performing specific job-related tasks.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

KNOWLEDGE RELATED TO PERFORMING THIS TASK:

4 = Extensive Knowledge

I possess an expert knowledge level to the extent that I could effectively perform this task in the most difficult and complex situations. I could instruct others on specific aspects of this task.

3 = Substantial Knowledge

I possess an advanced knowledge level to the extent that I could effectively perform this task under the majority of circumstances or situations encountered.

2 = Moderate Knowledge

I possess a sufficient knowledge level that would allow me to perform this task successfully in routine situations.

1 = Limited Knowledge

I have some knowledge of how to perform this task, but may require additional instruction to apply my knowledge effectively.

0 = No Knowledge

I have no knowledge of how to perform this task or what it may entail.

1. Serving as a liaison between two parties in the resolution of issues.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

2. Advising and informing decision makers regarding the interpretation of provisions of contractual agreements.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

3. Determining compliance with policies, procedures, contractual agreements, rules and laws.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

4. Preparing responses to complaints and/or grievances.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

5. Making recommendations in response to complaints and/or grievances.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

6. Analyzing case law or administrative regulations relating to employment.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

7. Conducting research on assignments and projects relating to various aspects of labor relations (e.g., grievances, legislative analysis, special projects, public inquiries, union information requests) by referring to collective bargaining agreements, policies, procedures, laws and rules, past practice information, and other resources to obtain and/or provide information to others.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

8. Preparing written correspondences regarding labor relations, human resources, and/or employment.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

9. Participating in groups or committees to develop or change policies and procedures.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

10. Investigating grievances and/or complaints including interviewing witnesses.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

11. Providing consultation and advice to management on responses to grievances and/or complaints regarding labor relations matters.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

12. Ensuring compliance and responding to complaints regarding alleged violations of State and/or Federal labor laws and regulations.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

13. Participating in the development of management's positions on matters within the scope of bargaining.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

14. Meeting with employee organizations to discuss and/or resolve issues.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

15. Developing training lesson plans and conducting training for management on labor relations matters (e.g. contract administration, grievance handling).

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

16. Interviewing employees, witnesses, etc. in preparation for administrative hearings in various arenas to represent management's interests.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

17. Preparing settlement agreements for management's approval and ensuring compliance with its provisions.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

18. Writing proposals in preparation for contract negotiations, impact bargaining, meet and discuss meetings, etc.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

19. Preparing notices to employee organizations regarding program changes on wages, hours and other terms and conditions of employment.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

20. Researching and developing positions on recommended policies and procedures for implementing management's position related to proposed legislation, case law, and/or administrative rule changes.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

21. Developing and applying the appropriate communication style to a wide range of situations.

- ☐ Extensive Knowledge
- ☐ Substantial Knowledge
- ☐ Moderate Knowledge
- ☐ Minimal Knowledge
- ☐ No Knowledge

SECTION 2: Knowledge and Abilities

Instructions:

Using the rating scale(s) provided below, you will self-rate your experience in accordance to specific job-related knowledge and abilities.

Respond to each of the following statements by indicating how the statement applies to you. You are required to respond to every statement by marking one option from the scale(s) provided.

In responding to each statement, you may refer to your FORMAL EDUCATION, FORMAL TRAINING COURSES, and/or WORK EXPERIENCE whether paid or not paid.

HOW MUCH EDUCATION, TRAINING, AND/OR EXPERIENCE DO YOU POSSESS IN THE FOLLOWING AREAS?

4 = Extensive Education, Training, and/or Experience

I have extensive education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to the most difficult and complex situations, and I could instruct others on the specific aspects of this knowledge or ability.

3 = Substantial Education, Training, and/or Experience

I have substantial education, training, and/or experience using and/or applying this knowledge or ability. I could effectively apply this knowledge or ability to many circumstances or situations.

2 = Moderate Education, Training, and/or Experience

I have moderate education, training, and/or experience using and/or applying this knowledge or ability.

1 = Minimal Education, Training, and/or Experience

I have limited education, training, and/or experience using and/or applying this knowledge or ability.

0 = No Education, Training, and/or Experience

I have no education, training, and/or experience relevant to this knowledge or ability.

22. Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar in order to effectively communicate in writing and verbally to others.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience

- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

23. Knowledge of problem-solving techniques and processes to facilitate the identification and resolution of issues.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

24. Knowledge of Internet, electronic mail software, or other basic personal computer functions and software applications to complete projects or assignments.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

25. Knowledge of negotiation strategies, tactics, and impasse procedures in order to effectively represent management in the bargaining process.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

26. Knowledge of grievance and complaint procedures in order to effectively analyze and respond timely to grievances and complaints.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

27. Knowledge of the principles of management's rights (e.g. hiring, discipline, promotion, assignments), employee representation rights, and unfair labor practices.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

28. Knowledge of investigative techniques to prepare and resolve grievances, complaints, etc.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

29. Knowledge of the principles and scope of bargaining and the bargaining process in the private or public sector.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

30. Ability to handle stressful or sensitive situations with professionalism, tact, and diplomacy in order to achieve a resolution.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

31. Ability to work with all levels in an organization to provide information and ensure employer is in compliance with labor/management relations laws, policies, procedures, and labor agreements.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

32. Ability to analyze various forms of data accurately to provide statistical and/or informational reports to management or others.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

33. Ability to analyze and apply appropriate laws, rules, regulations, and collective bargaining agreements.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

34. Ability to conduct research from various sources, compiles information and data, analyze, develop, evaluate alternatives and take effective action.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

35. Ability to use good judgment and make sound recommendations in critical situations.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

36. Ability to maintain confidentiality to preserve the integrity of labor relations issues or human resources-related matters.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

37. Ability to support and advocate an employer's position to others.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

38. Ability to communicate and promote a cooperative working environment during stressful situations in the resolutions of issues.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

39. Ability to communicate with all levels in an organization to provide and/or summarize information related to labor/management relations laws, policies, procedures, and labor agreements.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

40. Ability to be flexible in adapting to changes in priorities, assignments, and/or other interruptions, which may impact pre-established timelines and courses of action for completing projects or assignments.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

41. Ability to evaluate written materials and make recommendations for actions based upon documented data and information.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

42. Ability to write clear and concise reports, correspondence, or policies and procedures using proper English, grammar, punctuation, and sentence structure.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience

- ☐ No Education, Training, and/or Experience

43. Ability to establish and maintain cooperative working relationships and credibility with others.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience

44. Ability to facilitate meetings.

- ☐ Extensive Education, Training, and/or Experience
- ☐ Substantial Education, Training, and/or Experience
- ☐ Moderate Education, Training, and/or Experience
- ☐ Minimal Education, Training, and/or Experience
- ☐ No Education, Training, and/or Experience